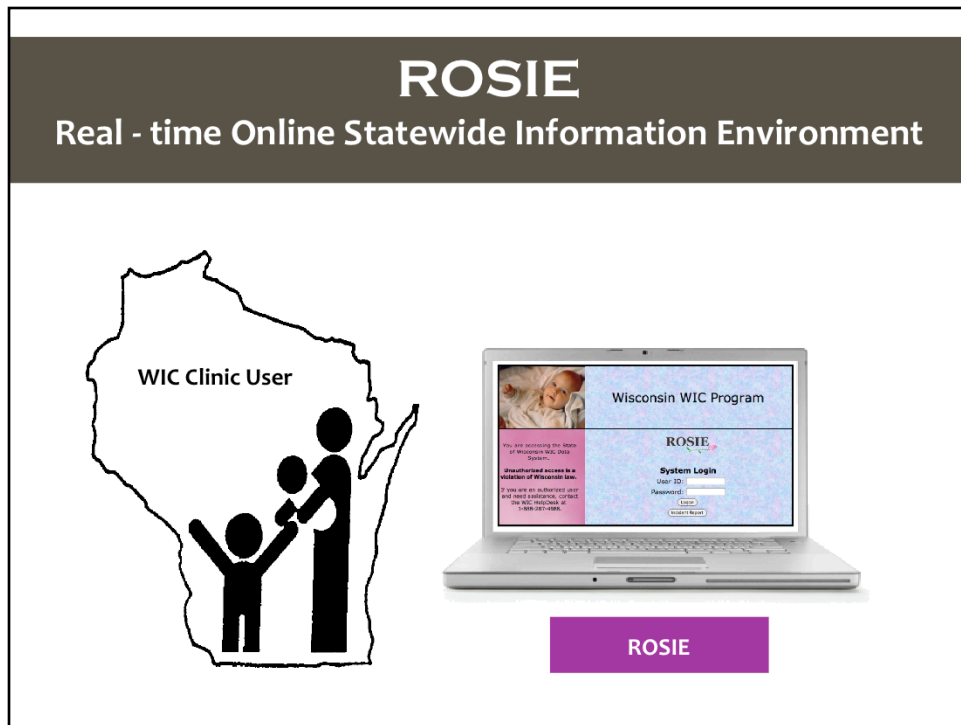





Welcome to the ROSIE module. This module is 2 of 5 that make up the course and will take about 30 minutes to complete.



Before we start, let's be clear on just what ROSIE is, in case you have never heard of it. ROSIE stands for "Real – time Online Statewide Information Environment. ROSIE serves many functions: It is a computer application that collects and processes WIC data. It also creates letters and standard reports based on the data it has collected. Finally, ROSIE provides adhoc reporting, which is a term that simply means a report formed or used for specific or immediate needs.

This module is not a full ROSIE training; it only provides information about ROSIE as it relates to Civil Rights.



The screenshot shows the ROSIE System Login screen. The top left features a photo of a baby. The top right has the text "Wisconsin WIC Program". The bottom left is a pink box with a warning message. The bottom right is a light blue box with the ROSIE logo and login fields.

Wisconsin WIC Program

You are accessing the State of Wisconsin WIC Data System.

Unauthorized access is a violation of Wisconsin law.

If you are an authorized user and need assistance, contact the WIC HelpDesk at 1-888-287-4988.

ROSIE

System Login

User ID:

Password:

[Logon](#)

[Incident Report](#)

This is the ROSIE Login screen. You will become very familiar with this as you work in WIC!

Civil Rights: ROSIE

ROSIE - Windows Internet Explorer provided by DHS - State of Wisconsin

File Edit View Favorites Tools Help

https://test.rosiewi.org/quickvic.aspx

ROSIE

C and E Scheduler Food Instruments Vendor Mgmt. PHBP Sys. Admin. Messages

Select an area from the menu above or use the quick access areas below

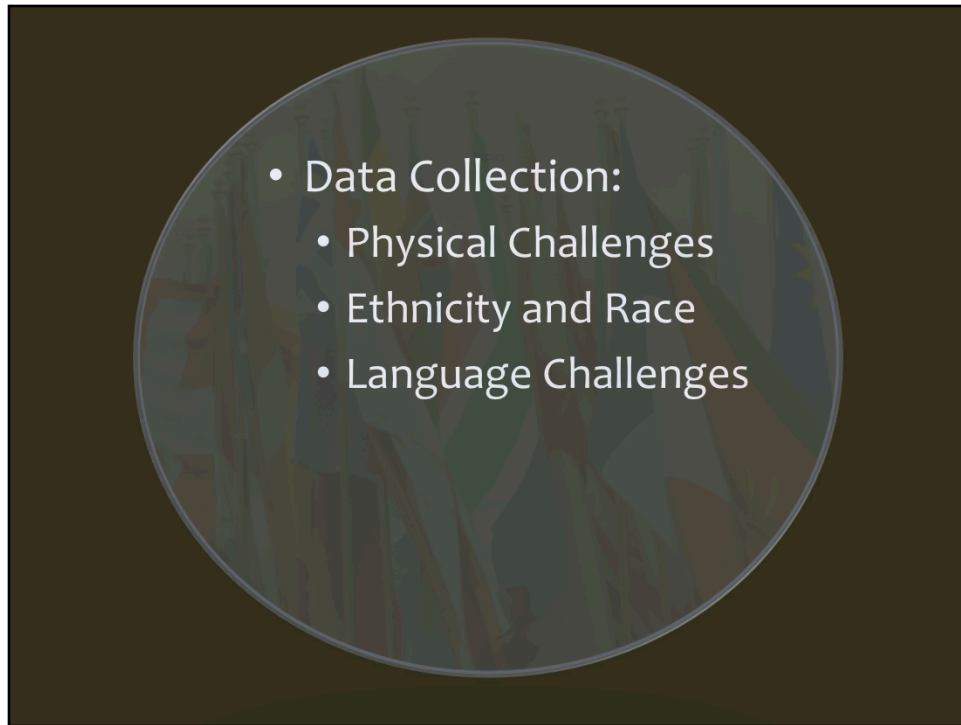
Maintain Benefit Family
Quick access to Benefit Family related information. Click Submit for a particular family ID or click Search to find a particular family ID.

Enter Family ID: Submit or Search

Maintain Participant
Quick access to Participant related information. Click Submit for a particular person ID or click Search to find a particular person ID.

Enter Person ID: Submit or Search

After you log in you will see this screen. Notice that there is an ID for each family and for each individual WIC participant.



Now that you know a little bit about ROSIE, let's begin. Here are the topics covered in this module.

At the end of this module you will:

- Acquire knowledge and develop skills necessary to communicate WIC's policies to participants in areas related to collecting and using physical challenge, language challenge, ethnicity and race data, and
- Understand proper documentation of data in ROSIE: physical challenge; language challenge; and ethnicity and race.

Entering data into ROSIE shows WIC policies have been met. Data collection documents important information to show that people are not being discriminated against based on race, color, national origin, sex, age, or disability. Accurate data entry will produce accurate reports about participants, which will enable us to better understand the WIC participants and to plan services for them.

ROSIE CODES

The image shows a screenshot of a web form titled "ROSIE CODES". The form contains several fields and checkboxes. A dropdown menu is open for the "Physical Challenges:" field, showing the following options: B - Visually impaired, D - Hearing impaired, X - Mentally or emotionally impaired, W - Physically impaired, and O - Other - see comments. The form also includes fields for "Compliance Buy Family:", "*FI First Day of Use:", "*FI Pickup Day:", "WIC ID Card Issued:", "Language Challenges:", "Refused Appointment Date within Requirements:", and "Family Application Method:". The "WIC ID Card Issued:" field is checked. The "Family Application Method:" field is also checked. The "Physical Challenges:" field is highlighted in blue.

Compliance Buy Family: ☒

*FI First Day of Use:

*FI Pickup Day:

WIC ID Card Issued: ☒

Physical Challenges:

Language Challenges:

Refused Appointment Date within Requirements:

Family Application Method: ☒

WIC ID Card Issued: ☒

Physical Challenges:

Language Challenges:

Refused Appointment Date within Requirements:

Family Application Method: ☒

B - Visually impaired
D - Hearing impaired
X - Mentally or emotionally impaired
W - Physically impaired
O - Other - see comments

As you know from the Basics Module, regulations prohibit discrimination on the basis of disability. If an applicant or participant has a physical challenge, it needs to be recorded in the ROSIE Information tab even though the field is not marked as required (with a red asterisk). Here are the ROSIE codes for the various disabilities.

Click ahead when you are ready to continue.



PHYSICAL CHALLENGE

- Best time to complete physical challenge field is during pre-screening

Do you need any accommodations for a disability for the appointment?

The best time to complete the Physical challenge field is during pre-screening for the appointment. At this time, assistance can be scheduled in advance of the appointment. Another time this field can be completed is during intake.

Ask “Do you need any accommodations for a disability for the appointment?” If someone calls on behalf of the guardian, that may be an indication that assistance may be needed during the appointment.

Addresses Income Participants

Dates: 10/10/2005 Move Family Edit Move Delete Move Refresh Data History

Start Date: 10/10/2005 End Date: MM/DD/YYYY

Project: 99 *Clinic: 999

Delete Family

Family ID: 70264

*Referred to WIC By: A - On WIC Previously

Investigator Family: ☐

Compliance Buy Family: ☒

*FI First Day of Use: 1

*FI Pickup Day: First Monday

WIC ID Card Issued: ☒

Physical Challenges:

Language Challenges:

Appointment Date within Requirements:

WIC ID Card Issued: ☒

Physical Challenges:

Language Challenges:

Appointment Date within Requirements:

Family Application Method:

B - Visually impaired
D - Hearing impaired
X - Mentally or emotionally impaired
W - Physically impaired
O - Other - see comments

Now you are going to see some codes in ROSIE that apply to documenting disability.

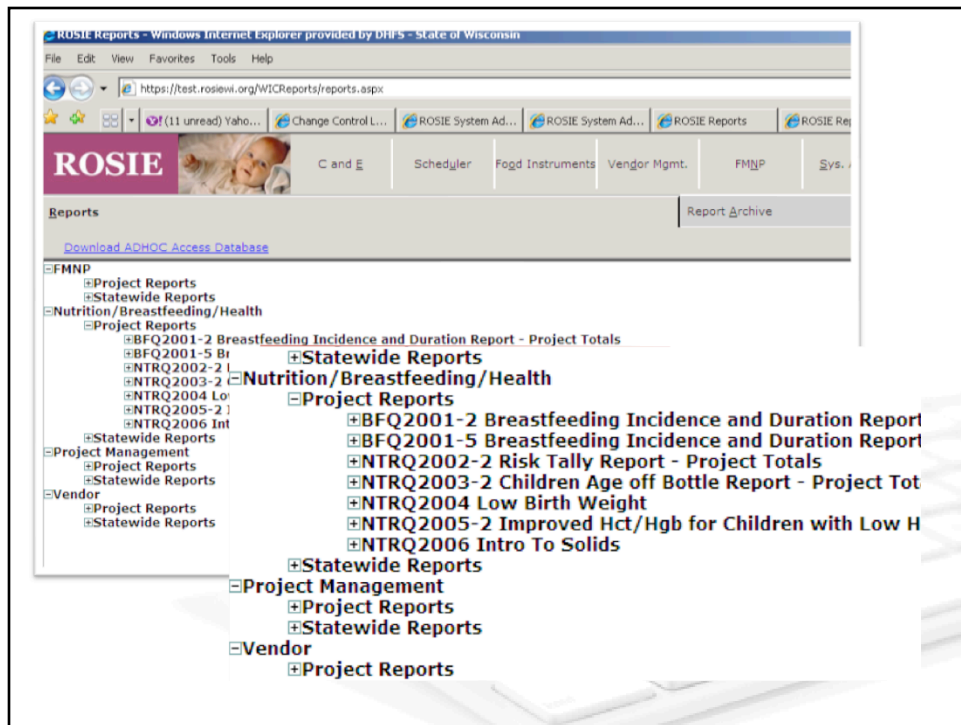
To document a physical challenge not listed in these codes, select the code O, for other, and in ROSIE Comments, type the physical challenge.

When using a sign language interpreter, select code D, Hearing Impaired and do not include the code in the language challenges section.

Document how you communicated with someone with a hearing impairment. If you use a sign language interpreter for your job (such as during intake, health screening or check pick up, you need to document that you used an interpreter. Some participants may prefer reading lips or written communication. CPAs and Nutrition staff document that an interpreter was used in the ROSIE Care Plan by putting a check in the Interpreter box. Other staff should document in ROSIE Comments. This will document that a third person was involved in providing services and will justify the payment for a Sign Language interpreter with WIC funds.

If you need a reminder to schedule a sign language interpreter, create an alert in ROSIE. Document in ROSIE Comments that an interpreter was scheduled to inform other staff.

Civil Rights: ROSIE



Another component in ROSIE is the reports area. Reports are documents that show different types of data. They are used for many purposes, such as to find out which local WIC projects have the highest breastfeeding initiation and duration.

Review the numbers of participants with physical challenges in the WICQ3010 Project Summary Statistics Report

REPORT NUM: WICQ3010-1			WISCONSIN WIC PROGRAM Statewide Project Summary Statistics		
Health Care Source			Physical Challenge		
A - Medicaid/BadgerCare/Healthy Start	142,318	81.60 %	Visually Impaired	25	0.00 %
C - Indian, Migrant Health Service	407	0.20 %	Hearing Impaired	103	0.10 %
D - Other Government	489	0.30 %	Physically Impaired	17	0.00 %
E - Health Insurance, full coverage	2,648	1.50 %	Mentally or emotionally impaired	32	0.00 %
F - Health Insurance, co-pay or deductible	17,636	10.10 %	Other	389	0.40 %
G - No Insurance	7,980	4.60 %			
H - Health Insurance with exclusion	112	0.10 %			
X - Unknown	2,833	1.60 %			
Total:	174,424		Total:	105,548	

This report is in ROSIE Reports tab.

Here is a sample report showing participants with physical challenges. Notice the numbers and types of physical challenges. Click ahead to continue.

Enter your personal data below.

What is your ethnicity?

What is your race or races? (check all that apply)

☐ White

☐ American Indian or Alaskan Native

☐ Native Hawaiian or Other Pacific Islander

☐ Black or African American

☐ Asian

Our next topic is collecting racial and ethnic data; before we do so, let's explore this from a personal standpoint. Complete the exercise and then click ahead.

What is your ethnicity?

What is your race or races?

White

American Indian or Alaskan Native

Native Hawaiian or Other Pacific Islander

Black or African American

Asian

	<h2>RACIAL AND ETHNIC DATA COLLECTION</h2> <ul style="list-style-type: none">• Required• Monitor enforcement• Ensure uniformity and comparability• Generate required reports
--	--

Racial and ethnic data collection is required by the National Office of Management and Budget.

The purpose of the data collection is to:

- Monitor enforcement of civil right laws for WIC participants
- Ensure federal agencies have data that is accurate and uniform so they can compare data among states, and
- Generate reports required by the Federal Government, United States Department of Agriculture.

The Wisconsin WIC Program also has reports that help us evaluate the program. Accurate data entry affects funding for the project. Health Departments and other agencies use WIC data for reports and to gain knowledge of the population. Racial and ethnic data may be used for writing grants to bring additional funds into the agency.

	<h2>RACIAL AND ETHNIC DATA COLLECTION</h2> <ul style="list-style-type: none">• Monitor nutritional status by race and ethnicity• Identify areas for special services• Plan and implement programs• Evaluate programs
--	--

In addition to meeting federal requirements, the collection of racial and ethnic data helps WIC to understand the needs of participants to tailor services to improve their health.

Other Purposes include:

- Monitoring nutritional status by race and ethnicity in WIC Reports
- Identifying areas residents might need special services
- Planning for and implementing new programs that address specific needs highlighted from reports, and
- Evaluating WIC services.

Examples of some Wisconsin WIC reports that include racial and ethnic data are: breastfeeding, Birthweight/Prematurity of infants by the trimester Mother was enrolled in WIC; Introduction to solids and beverages other than breast milk and formula; and Children off the Bottle.



Just a reminder that whatever you put into ROSIE will eventually end up in critical reports.

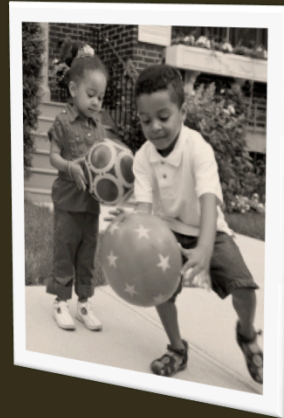
IDENTIFICATION

Race

a socially defined population that is derived from distinguishable physical characteristics

Ethnicity

belonging to a common group with a common cultural heritage



Cultural Competence for Evaluators, DHHS, 1992

Here is an explanation of the differences between race and ethnicity. For race, distinguishing physical characteristics are genetically transmitted.

Ethnicity is often linked by race, nationality and language.




Let's take a further look at ethnicity.

ETHNICITY

- Ethnicity relates to a sense of identity based on common ancestry and national, religious, tribal, linguistic, or cultural origins.
- Implies shared values, lifestyles, and norms.

Building Cultural Competence in Human Services Organizations
Richard A. Aronson, MD, MPH, April 25, 2002

The image block contains three vertically stacked photographs. The top photo shows a person's hands playing a guitar. The middle photo shows a plate of food, possibly a salad or a dish with vegetables. The bottom photo shows a group of people, possibly a family or a community group, gathered together.

Ethnicity is how people define themselves and how they are defined by others.

Ethnicity is a common human experience. It is about self-identity and group relationships within a large culture, a way of life.

We collect data on Hispanics and Latinos. Hispanics are grouped and in Wisconsin, may include Cubans, Mexicans, and Puerto Ricans. Data collection of Hispanics and Latinos is required by the federal government.

Other ethnic groups in Wisconsin are Germans, Polish, Irish, Italians, and Norwegians, but we do not collect data on them. These ethnic groups immigrated to the US a long time ago whereas many Hispanics and Latinos are recent immigrants or refugees to the U.S.

ROSIE Certification and Enrollment - Windows Internet Explorer provided by DHS - State of Wisconsin

File Edit View Favorites Tools Help

https://test.rosiewi.org/CertificationEnrollment/cefamily.aspx

ROSIE Home / C & E / Family ID: 70264 / Members

Family Extra Reports Letters Help Exit

Project: 99 Clinic: 999 Family ID: 70264 Guardian: Prenatal1 Test

Members Addresses Income Participants

Family Members: Smith, Nick (C) New Member Retrieve Member Refresh Data Print VQC

Show All Members

Salutation: *First: Nick MI: *Last: Smith Suffix:

Person ID: 955049 *Date of Birth: 05/01/2006 *Sex: M - Male

*Hispanic/Latino: *Race:

Salutation: *First: Nick

Person ID: 955049 *Date of Birth: 05/01/2006 *Sex: M - Male

*Hispanic/Latino: No *Race: Yes No American Indian or Alaska Native Hawaiian or Other P

History

ActiveType *Eff: Participant 01 Guardian Proxy Foster/Kinship Care Termination Date Termination Reason

Delete Member

WIC Staff are required to ask applicants to identify their ethnicity and race when they enroll in WIC for the first time. They are also required to tell participants that this information has no effect on eligibility.

WIC staff should explain how the data will be used. People are more comfortable if they know why you are asking this information. Data will be used to produce group reports, not individual reports.

It will also be used to monitor fulfillment of civil rights laws.

When you enter data in the ROSIE Members Tab, enter ethnicity first, then race.

Applicants and guardians self-identify their ethnicity.

This report is in ROSIE Reports tab.

Review the numbers of participants by ethnicity in the WICQ3008-3 Annual Count of Participation

REPORT NUM: WICY3008-1

WISCONSIN WIC PROGRAM

Report Period: 01/01/2009 thru 12/31/2009

WICY3008 Annual Count of Participation - Statewide Totals

Race	Ethnicity	Women			Infant	Child (by age)			
		Pregnant	Breast-feeding	Non-Breast-feeding		1	2	3	4
Single Race									
White	Hispanic	2,589	3,225	4,315	7,388	5,843	5,255	4,774	6,409
	Non-Hispanic	7,554	6,024	17,344	18,795	13,655	11,113	9,714	13,030
Black or African American	Hispanic	39	29	133	269	203	183	138	161
	Non-Hispanic	2,616	1,056	7,018	7,927	5,229	4,554	3,910	5,229
American Indian or Alaskan Native	Hispanic	164	311	314	345	375	347	429	753
	Non-Hispanic	305	150	608	555	384	412	424	563
Asian	Hispanic	6	4	11	29	22	19	17	14
	Non-Hispanic	593	277	1,601	1,583	1,208	1,068	937	1,436
Native Hawaiian or Other Pacific Islander	Hispanic	14	13	26	46	32	25	10	20
	Non-Hispanic	19	29	42	38	32	35	25	20

This report is in ROSIE Reports tab.

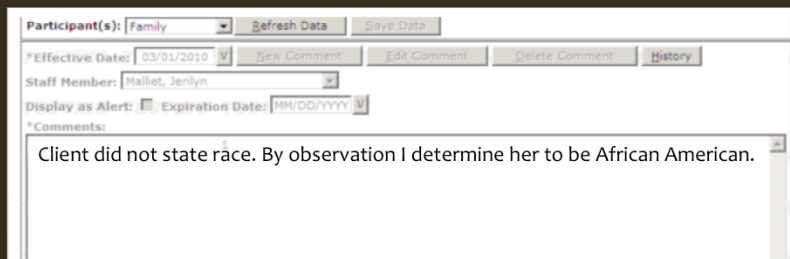
Here is a sample report showing participants by ethnicity and race. Notice the number of Hispanics by race. Click next to advance.



Let's take a look at ROSIE and race.

RACE IDENTIFICATION

- Self-identification
- Enter one or more racial categories
- If unwilling or unable, enter one race based on observation
- Record as observed in ROSIE Comments



Participant(s): Family Refresh Data Save Data

*Effective Date: 03/01/2010 New Comment Edit Comment Delete Comment History

Staff Member: Mallet, Jerilyn

Display as Alert: ☐ Expiration Date: MM/DD/YYYY

*Comments:

Client did not state race. By observation I determine her to be African American.

Race data collection is also based on self-identification. Staff may not “second guess” or in any way change or challenge a self-identification made by the applicant unless the declaration is obviously false. If the participant is unwilling or unable to identify a race for themselves or their children, WIC staff will enter one race into the participant’s ROSIE record based on their observation. Record this in the ROSIE Comments box. It is a federal requirement to record that the race was selected by WIC staff based on observation.

Family Members: **Smith, Nick (C)** [New Member](#) [Retrieve Member](#) [Refresh Data](#) [Print VQC](#)
[Show All Members](#) [Delete Member](#)

Salutation: *First: **Nick** MI: *Last: **Smith** Suffix:
Person ID: **955049** *Date of Birth: **05/01/2006** V *Sex: **M - Male** V
*Hispanic/Latino: **No** Member Phone:
*Race: ☒ White ☐ Black or African American
☐ American Indian or Alaskan Native ☐ Asian
☐ Native Hawaiian or Other Pacific Islander ☐ Unknown

Person ID: 955049 *Date of Birth: **05/01/2006** V *Se
*Hispanic/Latino: **No** Member Phone:
*Race: ☒ White ☐ Black or African American
☐ American Indian or Alaskan Native ☐ Asian
☐ Native Hawaiian or Other Pacific Islander ☐ Unknown

[History](#)

ActiveType	*Effective Date	End Date
<input checked="" type="checkbox"/> Participant	01/13/2006 V	MM/DD/YYYY V

[Edit](#) [Delete](#)

These are the race codes listed in the ROSIE Member Tab. Click ahead to continue.



This racial category is used by people who originate from Africa or who are members of families who come from Africa. The Black racial category could include Haitians and Jamaicans.

ASIAN

- Hmong
- Cambodian
- Vietnamese
- Chinese
- Japanese



The Asian racial category includes people who come from East Asia, Southeast Asia, or the Indian subcontinent or who are members of families who come from these countries. The countries include Cambodia, Laos, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER

- Countries of origin: Hawaii, Guam, Samoa, or other Pacific Islands



The racial category of Native Hawaiian or Other Pacific Islander includes people who originate from Hawaii, Guam, Samoa, or other Pacific Islands or who are members of a family who come from these countries.

AMERICAN INDIAN OR ALASKAN NATIVE

- Origins in North and South America (including Central America). Native American Indians who maintain tribal affiliation or community attachments.



The American Indian racial category are people who come from North, South and Central America or people who are members of families who come from the Americas. This racial code is assigned to Native American Indians who maintain tribal affiliation or community attachments although they do not need to report their tribal affiliation to the WIC staff.

WHITE

- Origins in Europe, Middle East, or North Africa



The White racial code is assigned to people who come from Europe, the Middle East, or North Africa or who are members of families who come from these countries. The Middle East includes Iraq, Iran and Saudi Arabia.

HISPANIC OR LATINO



- Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin

The racial category for Hispanic or Latino is not as straight forward.

Many people identify themselves as only Hispanic and do not see themselves as having a race. Hispanics who can trace their ancestors back to Europe or Spain could be included in the White racial category.

Other Hispanics may trace their ancestors to the original peoples of the Americas-Indian tribal groups who inhabited the Americas (North, Central or South America) before the Spanish explored and discovered the New World. Aztec, Inca, and the Mayan people are examples of this. They could be included in the American Indian racial category.

GEOGRAPHY & HISPANICS

- Origins in Spain – white race
- Origins in the Americas – American Indian race



Also, some Hispanics are able to identify themselves by the country that they come from, such as being Mexican but do not consider themselves as Hispanic nor are they comfortable with identifying their race. This information may give you background information to help them identify their race. If Hispanics have origins in Spain, they may be of the white race.

If Hispanics have origins in the Americas (North America, Central America, or South America) before the Spanish discovered the New World, their race is coded as American Indian. Many were Aztecs, Incas, Mayans, and Peruvian Indians. North America includes Canada, US, and Mexico. South America includes Brazil, Argentina, Peru, Uruguay, Ecuador, Bolivia, Venezuela, Colombia. Central America includes Costa Rica, Belize, Panama, Honduras, Guatemala, El Salvador, and Nicaragua.

GEOGRAPHY & HISPANICS CONTINUED

- Inter-marriage
- Include a map for a review of countries



Puerto Rico is a U.S. territory and people who live there are used to giving race and ethnicity information but people who come to Wisconsin from other countries may not be familiar with identifying themselves this way. If this is new to them, they may need help to understand and to identify themselves.

Some inter-marriages occurred between races, such as between native Mayan or Aztec Indians (American Indian race) and the Spaniards (white race). They may or may not identify themselves as having two races. Other Hispanics may consider themselves to be black if they have origins in any of the black racial groups of Africa, such as Haitians or Jamaicans. The WIC applicant needs to identify their race. If you help them identify the country from which they come, you may be able to better help them identify their race. Using a map is helpful.

This report is in ROSIE Reports tab.

Review the numbers of participants by race in the WICY3008-1 Annual Count of Participation - Statewide Totals

REPORT NUM: WICY3008-1

WISCONSIN WIC PROGRAM
Report Period: 01/01/2009 thru 12/31/2009

WICY3008 Annual Count of Participation - Statewide Totals

Race	Ethnicity	Women			Infant	Child (by age)			
		Pregnant	Breast-feeding	Non-Breast-feeding		1	2	3	4
Single Race									
White	Hispanic	2,589	3,225	4,315	7,388	5,843	5,255	4,774	6,409
	Non-Hispanic	7,554	6,024	17,344	18,795	13,655	11,113	9,714	13,030
Black or African American	Hispanic	39	29	133	269	203	183	138	161
	Non-Hispanic	2,616	1,056	7,018	7,927	5,229	4,554	3,910	5,229
American Indian or Alaskan Native	Hispanic	164	311	314	345	375	347	429	753
	Non-Hispanic	305	150	609	555	384	412	424	563
Asian	Hispanic	6	4	11	29	22	19	17	14
	Non-Hispanic	593	277	1,601	1,583	1,208	1,068	937	1,436
Native Hawaiian or Other Pacific Islander	Hispanic	14	13	26	46	32	25	10	20
	Non-Hispanic	19	29	42	38	32	35	25	20

Here is a sample report showing participants by ethnicity and race. Notice the various races that make up the WIC participant population.

Click ahead to advance.

Ms. Ortega states she is Mexican. How can you help her determine her race(s)?

Type in your answer and then press the submit button.



ROSIE Races:
White
American Indian or Alaskan Native
Native Hawaiian or Other Pacific Islander
Black or African American
Asian

Ms. Ortega states she is Mexican. How can you help her determine her race (s)? Complete the exercise and then click ahead.

Answer: To help her determine her race ask her if she is a descendent from Spain or is she a descendent of the native peoples, such as the Mayans or Aztecs. If her reply is Spain, enter White race. If her reply is she is Mayan or Aztec, enter American Indian. She might be both white and American Indian.

If she does not know, determine her race by looking at her. Then, select at least one race in ROSIE and tell her what you selected. Record in ROSIE Comments that the race was based on observation.

LIMITED ENGLISH PROFICIENCY (LEP)

- Told primary language is not English
- Err on the side of caution and schedule or bring in an interpreter



An individual with “Limited English Proficiency” is a person who does not speak English as their primary language and who has limited ability to read, write, speak or understand English. In Wisconsin, the largest groups of people are those who speak Spanish and Hmong. Certain areas have large Russian, Slavic and Somali LEP communities. You may think that individuals speak English well enough for a WIC appointment but they may not understand some nutrition and health concepts.

Laws and regulations require that we do not discriminate based on national origin. To avoid discrimination, when a participant has a language challenge, WIC is required to provide an interpreter to provide meaningful and equal access to services.

Delete Family

Family ID: 70264

*Referred to WIC By: A - On WIC Previously

Investigator Family: ☐

Compliance Buy Family: ☒

*FI First Day of Use: 1

*FI Pickup Day: First Monday

WIC ID Card Issued: ☒

Physical Challenges:

Language Challenges:

Appointment Date within Requirements:

Family Application Method:

Language Challenges dropdown options:

- S - Spanish
- H - Hmong
- E - English as a second language
- R - Russian
- C - Cambodian
- I - Illiterate, difficulty reading
- L - Laotian
- O - Other, see comments
- V - Vietnamese

If an applicant or participant has a language challenge, it is required to record it in the ROSIE Information tab even though the field is not marked as required (with a red asterisk). Advance to continue.

LANGUAGE CHALLENGES

- Best time to complete language challenge field is during pre-screening

Do you need an interpreter for the appointment?

A woman with long brown hair, wearing a dark blazer, is shown from the chest up. She is holding a white telephone receiver to her ear with her right hand. Her left hand is resting on a white computer keyboard. The background is a plain, light-colored wall.

The best time to complete the Language challenge field is during pre-screening for the appointment. At this time, an interpreter can be scheduled in advance of the appointment. Another time this field can be completed is during intake. Ask “Do you need an interpreter for the appointment?” If someone calls on behalf of the guardian, that may be an indication that assistance may be needed. Inquire if an interpreter will be needed.

If you are unsure the family needs an interpreter but sense the need, err on the side of caution and schedule or bring in an interpreter. When the guardian or applicant is at the WIC office, show them the “I Speak” statements or “I need an interpreter” cards to help identify the language they speak and the language interpreter needed. If the applicant cannot read the cards, they may recognize their written native language.

The screenshot shows the ROSIE system interface for Family ID: 70264. The 'Language Challenges' dropdown menu is open, showing the following options:

- S - Spanish
- H - Hmong
- E - English as a second language
- R - Russian
- C - Cambodian
- I - Illiterate, difficulty reading
- L - Laotian
- O - Other, see comments
- V - Vietnamese

A blue arrow points from the text **Code O – Other, see comments** to the 'O' option in the dropdown menu.

When selecting code O for “Other” language challenges, document the language challenge in ROSIE Comments.

If you need to be reminded to schedule an interpreter because one is not on staff, create an alert so that the scheduling occurs. You may have a way of scheduling the participant in your ROSIE Scheduler. Ask the WIC Director or your co-workers how this is done at the WIC Office. Document in ROSIE Comments that an interpreter was scheduled to inform other staff.

If you use an interpreter for your job (during intake, health screening, or check pick up), document that in ROSIE Comments. CPAs and Nutrition staff enter a check in the Interpreter checkbox in the Care Plan. This will document that a third person was involved in providing services and will justify the payment for a language interpreter with WIC funds.

Remember, if a sign language interpreter is needed, select code D – Hearing Impaired in the Physical Challenges field.

The screenshot shows the ROSIE software interface for a family record. At the top, it displays 'Project: 99', 'Clinic: 999', 'Family ID: 70264', and 'Guardian: Prenatal1 Test'. Below this are tabs for 'Members', 'Addresses', 'Income', and 'Participants'. A 'Dates' section shows 'Effective Date: 10/10/2005' and 'End Date: MM/DD/YYYY'. A 'Delete Family' button is visible. The 'Language Challenges' dropdown menu is open, showing options: S - Spanish, H - Hmong, E - English as a second language, R - Russian, C - Cambodian, I - Illiterate, difficulty reading, L - Lactian, O - Other, see comments, and V - Vietnamese. A blue arrow points from the text 'Code E – English as second language' below to the 'E - English as a second language' option in the menu.

Code E – English as second language

In ROSIE you will have to make a decision about whether or not a participant needs an interpreter. Select English as a Second Language when the participant states or seems to speak English but sometimes has difficulty understanding English. In some cases, the code may need to be added or edited after an assessment of the participant's skills is made during the appointment.

The screenshot shows the ROSIE system interface for Family ID 70264. The interface includes fields for Project (99), Clinic (999), and Guardian (Prenatal1 Test). A blue arrow points to the 'Family Application Method' dropdown menu, which is open and showing options: S - Spanish, H - Hmong, E - English as a second language, R - Russian, C - Cambodian, I - Illiterate, difficulty reading, L - Lactian, O - Other, see comments, and V - Vietnamese. The text 'Code I - Illiterate, difficulty reading' is written below the arrow.

Code I – Illiterate, difficulty reading

There also may be participants who have difficulty or no ability in reading and writing. In some cases, the code may need to be added after an assessment of the participant's skills is made during the appointment.

Review the numbers of participants with language challenges in the WICQ3010 Statewide Project Summary Report

This report is in ROSIE Reports tab.

Health Care Source			Physical Challenge		
A - Medicaid/BadgerCare/Healthy Start	142,318	81.60 %	Visually Impaired	25	0.00 %
C - Indian, Migrant Health Service	407	0.20 %	Hearing Impaired	103	0.10 %
D - Other Government	489	0.30 %	Physically Impaired	17	0.00 %
E - Health Insurance, full coverage	2,648	1.50 %	Mentally or emotionally impaired	32	0.00 %
F - Health Insurance, co-pay or deductible	17,636	10.10 %	Other	389	0.40 %
G - No Insurance	7,980	4.60 %	Total:	105,548	
H - Health Insurance with exclusion	112	0.10 %			
X - Unknown	2,833	1.60 %			
Total:	174,424				

Age at Certification			Language Challenge			Family Size	
< 6	115,214	66.10 %	Cambodian	4	0.00 %	1	1,259
6-12	3,454	2.00 %	ESL	3,512	3.30 %	2	19,058
1 YR	7,409	4.20 %	Hmong	868	0.80 %	3	28,851
2 YR	4,103	2.40 %	Illiterate	38	0.00 %	4	25,876
3 YR	2,364	1.40 %	Laotian	42	0.00 %	5	16,663
4 YR	851	0.50 %	Russian	11	0.00 %	6	8,073
11-14	179	0.10 %	Spanish	10,017	9.50 %	7	3,299
15-18	1,742	1.00 %	Vietnamese	24	0.00 %	8	1,321

Here is a sample report showing participants by language. Notice the number of languages spoken by WIC participants. Click ahead to continue.

LETTERS IN ROSIE C AND E

- Discrimination Complaint Letter
- Notice of Ineligibility
- Disqualification Letter
- Fair Hearing Request Letter
- Participant Warning Letter
- Affirmation Form

ROSIE Home / C & E / Family ID: 783093 / Members

Family Extra Reports Letters Help Exit

Project: 99

Members

Family Members: Test, Louie (P)

Show All Members

Salutation: [v]

Person ID: 1147192

*Hispanic/Latino: [No v]

*Race: ☒ White ☐ American ☐ Native Ha

History

ActiveType *Effective Date

☒ Participant 06/28/2006 [v]

☒ Guardian 06/28/2006 [v]

☐ Proxy [v]

Foster/Kinship Care: [v]

Termination Date: MM/DD/YY

Termination Reason: [v]

Discrimination Letter (English)

Discrimination Letter (Spanish)

Discrimination Letter (Hmong)

Disqualification Letter (English)

Disqualification Letter (Spanish)

Disqualification Letter (Hmong)

Hearing Letter (English)

Hearing Letter (Spanish)

Hearing Letter (Hmong)

Notice of Ineligibility (English)

Notice of Ineligibility (Spanish)

Notice of Ineligibility (Hmong)

Waiting List Letter (English)

Waiting List Letter (Spanish)

Waiting List Letter (Hmong)

Participant Warning Letter (English)

Participant Warning Letter (Spanish)

Participant Warning Letter (Hmong)

Affirmation Of Identity Form (English)

Affirmation Of Identity Form (Spanish)

Affirmation Of Identity Form (Hmong)

Repayment Notice

Repayment Notice - Second Request

WIC Maternal Referral/Communication Form

WIC Pediatric Referral/Communication Form

Letters, Notices, and forms are available in the English, Spanish, and Hmong languages. These letters, notices, and forms notify the participant and guardian of their rights and responsibilities, their right to a Fair Hearing, and how to file a discrimination complaint. Appointment Reminders are in the ROSIE Scheduler.

Many of these documents are also in WICPRO in the PDF format to print and take to satellite sites.

QUESTIONS?

- Review policies 10.14 and 10.51
- Many documents are in ROSIE Help
- Ask Project WIC Director
- Contact Regional Office Nutrition Consultant or Milwaukee County WIC Office (if you work in Milwaukee)
- WIC Operations Coordinator at State WIC Office



This wraps up module 2 of 5. Have any questions? Use the resources that are listed here.

